



July 2024

Volunteer Coordinator - Job Description

Pay: £20 per hour

Hours: 32 hours per month, to be worked flexibly. Socials and meetings are usually on evenings and weekends. Some availability to be able to come into the Sheffield Community Bike Project during our opening hours (Tues-Sun 1-8.30pm) is also necessary.

Contract Type: Initially on a self-employed contract. 1 year with the possibility for extension dependent on funding and performance.

Location: Sheffield Community Bike Project, 39 King Street, Sheffield. Some work virtually.

Closing Date: 23:59 on Saturday 24th August 2024

Interviews: To be held in person in the week beginning 26th August

Application Details: Please send a CV (max. 2 pages) and a cover letter that sets out how you meet the person specification (it is advisable to use the STAR method) and why you would like the job (max. 1 page) to Pete@SheffieldCommunityBikeProject.org with the Subject line: "Your Name: SCBP Volunteer Coordinator Application". *Please use examples of any paid and unpaid experience.*

Please let us know if there is anything we can do to make it easier for you to apply for this role.

Details about the role

Sheffield Community Bike Project seeks to appoint a Volunteer Coordinator. Working alongside our Project Coordinator, your role will be to foster and develop our community of volunteers. Broadly, this includes recruiting new volunteers, making sure we hold onto our existing ones, and making the Bike Project an enjoyable and rewarding place to spend time. See the last page for a full description of the key responsibilities of the role.

SCBP is a not-for-profit community cycle repair workshop that aims to improve access to cycling through 3 main things:

- Free (donations appreciated) access to tools and workshop space for DIY repairs, with advice and support from our volunteer team.
- Affordable new and used parts.
- A choice of second-hand bikes at bargain prices.

The project is in an exciting phase. We have just taken on new premises, and the next year will be a period of significant growth. This period will start with a period of fit out of the new space, mostly done by volunteers and using lots of reused materials, we will also recruit volunteers quickly to be able to expand the opening times of the project and we hope to be open 5 or 6 days a week by the end of 2024.

You will need to use your own computer and phone to attend Teams meetings, use WhatsApp and make calls. If you don't have access to these, please discuss it with us in your interview and something can be arranged.

If you are new to the project and would like to know more about it, please feel free to bring your bike in, use the space to fix it up and meet some of the team. Our calendar can be found on the homepage of our website. You can also contact Pete Nolan on +447914 775 668 if you have specific questions about the role.

Key responsibilities are shown on the next page. This is not an exhaustive list or a binding statement of your duties. It is intended to give you an idea of the sort of thing you might be doing. You will be expected to carry out any reasonable duties to aid in the operation and development of SCBP.

Person Specification

Essential:

- Excellent listening and communication skills. Friendly and approachable manner.
- Good leadership and ability to instigate work autonomously. Able to delegate work effectively.
- Computer literate.
- Good record keeping.
- Ability to deal with complaints sensitively and constructively. Experience holding uncomfortable conversations.
- Commitment to Equality, Diversity and Inclusion and to uphold our Safer Spaces Policy.
- The right to work in the UK.

Desirable:

- An understanding of Sheffield Community Bike Project, or similar projects elsewhere.
- Experience of working with volunteers or as a volunteer.
- Confident public speaking and ability to deliver training sessions.
- Experience with social media marketing and making videos.
- Good organisational skills. Understanding of the principles of project management.
- Experience with consensus decision-making.
- Experience with the use of Google Drive.
- Knowledge of GDPR and experience handling sensitive data.

SCBP particularly welcomes applicants from groups underrepresented in the cycling world. Please let us know if you are part of any of these groups and we will take this into account when considering who to invite for an interview. We are also enthusiastic to adapt the way in which the role works to suit different working styles, disabilities and individual needs.

Key Responsibilities	Indicative time per month (hours)
Advertising and proactive recruitment of volunteers. Contacting new volunteer recruits. Maintaining the website and social media channels.	5
Arranging inductions for new volunteers by experienced members of the team, and checking in with new volunteers after their induction.	4
Keeping in touch with all volunteers, particularly focussing on new volunteers' first few months. <ul style="list-style-type: none"> ● Checking in on the phone or in person with every volunteer at least every other month. ● Getting feedback on how the project could be more accessible to them and how they can be empowered to step up to responsibilities. ● Having an eye on when people stop volunteering and getting feedback when people do. ● Maintaining the SCBP whatsapp groups. 	4
Dealing with any complaints about or by volunteers and members of the SCBP community in conjunction with the SCBP Trustees and following our serious complaints policy.	Adhoc
Developing policies for use by the project.	3
Liaising with the project coordinator to discuss any relevant information that may be helpful when you are organising the rota, or carrying out other activities.	2
Organising the volunteer meeting: <ul style="list-style-type: none"> ● Sending around the meeting invite 14 and 3 and 1 days before the meeting using scheduled email and whatsapp. ● Making sure that the minutes are taken and distributed to all volunteers. ● Chairing the meeting sometimes and organising someone else to facilitate sometimes. ● Arranging support and training for volunteer facilitators. ● Liaising with the project co-ordinator and chair of the board to put together the agenda for the meetings. ● Encouraging new and less vocal volunteers to attend. 	3
Attending board meetings, the AGM and other such events.	3
Organising socials	2
Filling out timesheets and meeting with the chair of the board to discuss the month's work.	2
Pursuing improvements for volunteer experience to improve retention and mobilisation within the organisation. Working with the Project Coordinator to write funding bids	3
Personal development and training	1
Any other responsibilities to further the aims of SCBP	Adhoc
TOTAL	32